

WIA Performance Standards Boosters

Who gets registered is crucial to meeting performance. If a partner provides a core service without using WIA funds then registration would not be triggered.

We no longer "terminate", we "exit". Terminate = Exit.

Strategies for Increasing Success (look at 3 past trends):

- Change in focus – We're not just in the business of just promoting Job Getting
 - Getting a job is step #1....that's when the real work begins
- WIA Title I is an advancement or wage progression program.
- We need to emphasize post-placement services
- People who are on the job and not moving ahead are not active
- Look at caseload ratios:
 - Intensive is 1 to 1
 - Training is 3 to 1
 - Post-placement is 2 to 1
 - Post-exit is 3 to 1

Orientation

- Change people's thinking at orientation – 78% of people placed who have no goal end up quitting
- Highlight that the real work begins after getting a job.
- Sell income improvement vs. job advancement
- Don't just sell job getting

We need to be strategic about who we're going to work with and then focus on getting people in.

- Target the unemployed (95%)
- Underemployed (5%)
- DISPLACED HOMEMAKERS
- Design work-based service strategies (i.e., Customer Service while they are working)
- Training has to be as portable as possible

A different way of thinking about OJT – Buy JOBS – Buy Wage Increases

UI wage record data is not sufficient – We need to do the follow-up. Even though the only recognizable record of retention is UI Wage the LWIBs should know what impact these other sources are having on Retention performance.

- Self-employed
- Railroad

- Federal, State, Local Employees
- Some agricultural jobs
- Commissions
- Exempt employees (some churches, hospitals)
- Independent contractors
- Employees working across state lines

Plan for contacting people after exit – DON'T LOOSE TRACK of people who are registered

- Begin with orientation – prepare people at orientation by telling them 5-7 times that we will contact them after they go to work
- Make sure that service has value during follow-up, give advice, provide follow-up referrals, etc. (keep clients engaged)
- Build “us” in the plan (i.e., “Go get a job description for the current job and others you might be interested in”....“We’ll look them over”).
- Anticipate everything up front
- Correspondence by mail should state... “address correction requested”
- Call frequently. Retention measure: stay in constant contact for at least 9 months following the exit quarter.
- Contact everybody at the end of the 2nd Qtr following the exit Qtr. If they are unemployed help them get a job.
- Review “contact” list to ensure they are current and available (minimum of 5 contacts). Ask the client to write the list.
- Get email addresses
- Provide incentives
- Double check contact information immediately after contact

Key “Exit” Decisions

Typically under JTPA we terminated within 2 day after job placement. Under WIA BE CAREFUL and DELIBERATE about exiting.

Consider batch exiting toward the end of the quarter only after reviewing all case files, meeting with and interviewing all connected parties (workshop facilitators, job coaches)

1. Do they have a job?
2. Is the job stable?
3. Are they past probation?
4. Is retention likely (i.e., call the employer, they may have a different answer than the client)?
5. Always check perceptions (client and employer)
6. What is the likelihood of a wage gain and within what timeframe?
7. Are additional services (training and/or support) that cannot be provided after exit?

8. Are they likely to get a credential?
9. Are there going to be any planned or foreseeable periods of unemployment (i.e., seasonal, slowdown)?

BATCH EXITS CLOSER TOWARD THE END OF THE QUARTER

We must be very strategic about who we exit in the 1st Qtr in order to count EE and Retention in the 3rd Qtr. Under JTPA EE could be counted when the client got a job. That is not so under WIA a participant would have to hold a job at least 3 mos (one Qtr) to count EE.

Employment doesn't have to be with the same employer nor does it have to be continuous.

Planning to meet Performance Standards:

- It could take 9 months of work to get a 6-month retention if the client is exited on Jan 2.
- Under WIA exiting a client from a former low-wage / low-level job to another low wage / low-level job isn't going to work.
- Calculate the Retention Standard according to the base wage, new job wage and standard to met during the 3rd Qtr.

Examples:

Base wage = \$9,000 (worked 3 mos prior to registration and earned \$3,000/ mo)

Exit wage = \$15,000 (calculated in the 3rd Qtr)

Retention wage= \$6,000 (above the Retention standard)

Base wage= \$6,000

Exit wage= \$8,000

Retention wage= \$2,000 (if you have a \$3,000 standard you failed)

Difficult registration issues w/ Dislocated Workers:

High Skill	High Wage	=	usually + effect on performance standards
High Skill	Low Wage	=	
Low Skill	Low Wage	=	
Low Skill	High Wage	=	disincentive to register – effect on performance

- Serve DISPLACED HOMEMAKERS to offset base wage equation (i.e., serve non-working spouses you recruit through Rapid Response).

- What do we need to consider when deciding to register someone who will impact the Adult EE and Credential Rate?
- Who's going to get an ITA? What type of decision making is going on that will lead to a credential?
 - Rational (based on logic and facts)
 - Impulsive (training option de jour)
 - Dependent ("what type of training do YOU think will be good for me?")
- Are you ready for school?
- Have you made an appropriate career choice?
- Have you made an informed decision about which school to attend?

Customer Satisfaction Standard –

If you want to ensure that customers are satisfied at the very least make sure you give them a copy of the CS questionnaire during the initial meeting and include a list of services that you provide. Worst-case scenario is to give a client a post exit questionnaire and have them learn about services you provide that they knew nothing about.